

Our Complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our Complaints procedure

If you have a complaint, please contact Mr. Stefano Lucatello, our Client Care Partner. You can contact him on 01482 224900.

What will happen next?

1. Our Client Care Partner, Mr. Lucatello will send you a letter acknowledging your complaint and ask you to confirm or explain the details of your complaint in writing. We endeavour to reply within two working days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within one working day of receiving your complaint.
3. We will then start to investigate your complaint. This may involve one or more of the following steps.
 - we may ask the member of staff who acts for you to reply to your complaint within ten working days
 - we may examine their reply and the information in your complaint file. We may then ask them for more information. This will take up to five working days from receiving their reply and the file.
 - we will invite you to meet your Client Care Partner, Mr Lucatello to discuss and hopefully resolve your complaint. We will do this within ten working days of receiving all the details we need from the member of staff who acted for you.
 - Within two working days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you.

- If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within 21 working days of us completing our investigations

At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways:

We will review our decision within five working days we will arrange for someone in the Firm who has not been involved in your complaint to review it. They will do this within 21 working days

our Client Care Partner, will review your complaint within 21 working days

We will ask our local Law Society or another local firm of Solicitors to review your complaint within five days. We will let you know how long this process will take.

We will invite you to agree to an independent mediation. We will let you know how long this process will take

We will let you know the result of the review within five working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of our Legal Complaints Service. www.legalcomplaints.org.uk. If you are still not satisfied, you can contact them about your complaint

The postal address is:
Legal Complaints Service
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire
CV32 5AE

Or you can telephone them on 0845 608 6565 between 8am and 6pm

If we have to change any of the timescales above, we will let you know and explain why.